

**FRESNO, CALIFORNIA**  
**CLASS SPECIFICATION**

**SENIOR COMMUNITY SERVICE OFFICER**

**FLSA STATUS:**

Non-Exempt

**CLASS SUMMARY:**

The Senior Community Service Officer is the second level in a two level Non-Sworn Community Service series. Incumbents are responsible for serving as a lead worker and for performing more complex assignments of code enforcement in special projects or teams within the department.

The Senior Community Service Officer is distinguished from the Community Service Officer by its responsibility for serving as a lead worker to other employees.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

**FRE-  
QUENCY**

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|----|--|--------------|
| 1. | Makes work assignments, oversees the work of other staff, trains, prepares reports, and performs administrative tasks in the absence of the supervisor.  | Daily<br>10% |
| 2. | Performs non-hazardous investigative duties related to the commission of crimes against property and persons; assists in collecting and preserving evidence at crime scenes.   | Daily<br>10% |
| 3. | Reviews criminal complaint packages for completeness; confers with the District Attorney on charges to be filed; files traffic and criminal complaint packages with the courts and monitors their timely progression through the court system. | Daily<br>10% |
| 4. | Completes required police reports related to criminals, traffic accidents, incidents, or civil problems and miscellaneous non-hazardous incidents where Police Department action is requested; appears in court when necessary.                | Daily<br>10% |
| 5. | Reviews and responds to citizen inquiries and gives general assistance or direction as appropriate.  | Daily<br>10% |
| 6. | Performs a variety of routine office administrative activities in support of division operations, including filing, recordkeeping, report preparation, and/or other related activities.  | Daily<br>10% |
| 7. | Assists citizens by explaining crime and burglary prevention programs and methods of identification of property and valuables.   | Daily<br>5%  |
| 8. | Provides public information services for the department, including preparing news releases and arranging for press interviews.   | Daily<br>5%  |
| 9. | May direct and control crowds and traffic at accidents or special events.  | Daily<br>5%  |

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<b><u>TYPICAL CLASS ESSENTIAL DUTIES:</u></b> (These duties are a representative sample; position assignments may vary.)		<b><u>FRE- QUENCY</u></b>
10.	Performs home and business security inspections and makes related security recommendations.	Weekly 10%
11.	Solicits community participation, support, and input in determining crime prevention needs and presents information to citizen groups, businesses, and homeowners on crime prevention programs.	Weekly 5%
12.	Prepares and conducts traffic safety presentations and maintains traffic equipment; participates in sobriety checkpoints; handles media relations on traffic-related issues.	Weekly 5%
13.	Collects and compiles statistical data; researches trends and police reports for the development of home security and crime prevention programs.	Monthly 5%
14.	Performs other duties of a similar nature or level.	As Required

**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to Patrol Support may be responsible for:

- Coordinating the Citizen's Police Academy, Officer of the Year Award Ceremony, Major Commendation meetings, Latent Print Awards, Service Club Awards, and/or other applicable special events and award ceremonies;
- Reviewing a variety of reports, documents, and related items for accuracy, appropriateness, and completeness;
- Contacting and interviewing witnesses or victims of crimes.

Positions assigned to Crime Prevention may be responsible for:

- Interviewing victims, witnesses, suspects, and other individuals regarding crimes;
- Assisting with crime scene investigations;
- Preparing initial crime reports;
- Assisting with the investigation of missing persons and juveniles

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#### **POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to Traffic may be responsible for:

- Inspecting and installing child passenger seats and providing related education to adults;
- Monitoring and maintaining inventory and equipment for the division;
- Reviewing traffic citations for accuracy and completeness and implementing appropriate corrections;
- Participating in the coordination and implementation of the DUI program and checkpoints;
- Researching and soliciting grant funding;
- Facilitating traffic safety related training sessions and events.

Positions assigned to Accreditation may be responsible for:

- Developing and maintaining the accreditation standards database;
- Gathering information and preparing and disseminating accreditation reports and information to internal staff and external agencies.

Positions assigned to Property & Evidence may be responsible for:

- Preparing and maintaining inventory reports for assigned divisions and/or the department;
- Performing inventory spot checks and recommending the replenishment of equipment, materials, and/or supplies;
- Maintaining inventory database.

Positions assigned to Investigations may be responsible for:

- Performing preliminary investigations of property crimes;
- Searching for missing persons deemed to be at risk;
- Providing traffic control at accidents, fires, and crime scenes.

#### **Training and Experience** (positions in this class typically require):

- Three years of experience equivalent to a Community Service Officer of the City of Fresno is required;

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

#### **Licensing Requirements** (positions in this class typically require):

- Basic Class C License

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#### **Knowledge** (position requirements at entry):

Knowledge of:

- City streets;
- Departmental policies, procedures and principles;
- Principles, policies, practices and operations in assigned area of responsibility;
- Applicable Federal, State and Local laws, codes, ordinances, policies, procedures, rules and regulations;
- Mathematical concepts;
- General writing principles and report writing techniques;
- Customer service policies, principles and practices;
- Community based organizations and service programs;
- Research methods;

#### **Skills** (position requirements at entry):

Skill in:

- Prioritizing and assigning work; detail oriented and ability to multi-task
- Training employees in proper work methods
- Conducting research;
- Reviewing police reports for completeness and accuracy
- Identifying and collecting evidence at crime scenes
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Providing customer services
- Conducting interviews to gather information in support of division activities and or investigations
- Coordinating programs in assigned area of responsibility
- Dealing tactfully with difficult people both telephonically and in person
- Interpreting, applying and explaining applicable laws, codes, ordinances, policies, procedures, rules and regulations
- Speaking in Public
- Facilitating meetings and negotiations
- Safely operating and maintaining applicable tools and equipment
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business, organizations, elected and appointed officials, media, etc. sufficient to exchange or convey information, give/receive work direction

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#### **Physical Requirements:**

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, and repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping and walking.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, adverse weather conditions, environmental hazards, gasses, chemicals, oils, work space restrictions, inadequate lighting, intense noises and travel.

#### **Note:**

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

#### **Classification History:**

Draft prepared by Fox Lawson & Associates (LM)

Date: 11/2007

Reviewed by the City of Fresno

Date: 5/2008